



Corrective Action Plans Status a/o 6/08

APA Audit Report of Commonwealth IT Governance and VITA Operations a/o 4/7/06, Issued 5/06

APA Ref	Short Title	Summary	Due Date	Responsible Person(s)	Status	Status Date	Task / Comments
18	Adopt Uniform Infrastructure Procedure	Service Mgmt. Org. should adopt uniform procedures that apply to all aspects of VITA's infrastructure.	6/08 3/09	Fred Duball	U	Initial Plan 5/06	A complete plan for establishing consistent, ITIL conformant procedures manual by 8/06. Existing processes will be compiled into a centralized repository by 10/06. Starting in 3/07, as services are transformed, ITIL conformant processes are deployed with all procedures ITIL conformant by 6/08.
						7/06	The project started on July 1.
						9/06	Executing to plan, on track to meet milestones. Workshops have been scheduled to develop procedures.
						12/06	Many Critical Interim Operational Procedures have been identified & implemented, while others remain under development & are on schedule to complete. Executing to plan, on track to meet milestones. Phase 1 ITIL Project (Change, Configuration, Release) Workshops have been completed. Phase 1 Design phase pending final reviews. Staff has received ITIL training.
						3/07	Running one month behind schedule on developing procedures. Priority is on security procedures. Project the procedures manual being back on schedule in August 07. Phase 1 ITIL project (Change, Configuration, Release) scheduled to deploy to IT Infrastructure staff from April to June. Agency personnel deployments start in July.
						6/07	Phase 1 of the ITIL project (Change, Configuration, Release) has been delayed to complete the Acceptance Test Plan pre-live testing and adopt a phased rollout approach for ITP Infrastructure staff to minimize agency impact. The phased rollout to ITP infrastructure staff will occur from July to August. Agency personnel deployments are projected to start in August. This Phase 1 delay should not impact the Phase 2 rollout (Incident, Problem, Capacity, and Availability) which is scheduled to start in August 07. The infrastructure aspects of the procedures manual project will be back on schedule by August 07. Populating the procedures manual with content is significantly behind schedule, but should be complete by 6/08.
						9/07	Phase 1 of the ITIL project (Change, Configuration, and Release) has been deployed to all ITP staff for internal Change Management. ITIL compliant Change Management, to include agency participation, is scheduled to roll out starting in November. Phase 2 processes (Incident, Problem, Capacity, and Availability)

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							are nearly one month behind schedule. The procedures manual project has made progress in formalizing the process for procedures submission and review; however, the team is significantly behind on execution. A revised plan is due 10/31/07 to correct the deficiencies, and meet the June 2008 date for a ITIL conformant procedures manual.
						12/07	Phase 1 of the ITIL project (Change, Configuration, and Release) has been deployed to all ITP staff for internal Change Management. ITIL compliant Change Management, to include agency participation, is significantly delayed due to process maturity issues. Phase 2 processes (Incident, Problem, Capacity, and Availability) are now over three months behind schedule. The procedures manual project has made progress in formalizing the process for procedures submission and review; however, the team is significantly behind on execution. A recovery plan is under review. While the June 2008 date for the procedures manual is at risk, NG has committed to providing the resources to achieve this milestone.
						3/08	<p>The Partnership has made some major changes to solve challenges as part of the recovery plan. A Cross Functional Services Office (CFSO) was established in February 2008 and assigned management of ITIL, Procedures Manual, and other key horizontal activities. This management team has moved quickly to review and improve all plans and personnel assignments. Twenty-five new positions have been created.</p> <p>The CFSO's ITIL subteam has been augmented with some of these new positions, as well as external ITIL consulting resources. The new manager has been fully empowered to focus on accomplishing two of three signoff checkpoints by June 1 2008: Design, and Go-Live of all ITIL processes. The third checkpoint, Implementation Complete, is dependent on processes maturing after Go-Live. Maturity reviews will occur starting at 3-months post Go Live and monthly thereafter until acceptance criteria are met to mutual VITA-NG satisfaction.</p> <p>The CFSO's Procedures Manual subteam has also benefitted from the commitment of additional resources. Process Analysts are now assisting each functional team in developing policies, processes and procedures through VITA-NG peer review and then Process Review Board (PRB) acceptance. The team is on schedule to</p>



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							<p>achieve PRB acceptance on all documents in the Procedure Manual Outline, which includes the ITIL processes, by 01 JUN 08.</p> <p>Functional area policy and process owners are adopting guidance documents as they attain approval by the PRB. VITA will check the maturity of adoption through management reviews, starting with high priority processes in 3Q 2008.</p> <p>6/08 The partnership's plan to complete the procedures manual by 6/08 was unsuccessful. The contingency planning reported 5/08 was also unsuccessful.</p> <p>Progress to date:</p> <ul style="list-style-type: none"> • Fully approved – 52 • Adopted, awaiting process review board – 179 • To be completed - ~170 <p>A new team has been brought onto the partnership to update the procedures manual outline, streamline document management processes, and develop a comprehensive schedule for the procedures manual project. The updated schedule will incorporate a prioritization approach targeting Service Catalog – impacting processes first, then agency specific and ITP internal processes as second priority.</p> <p>The plan to complete the remaining procedures is undergoing a major revision.</p>



Corrective Action Plans Status a/o 6/08

APA Audit Report of VITA SMO, Issued 4/08

APA Ref	Short Title	Summary	Due Date	Responsible Person(s)	Status	Status Date	Task / Comments
1	Contingency for Procedures Manual Deliverable	SMO work with NG to develop a contingency plan in the likely event complete & official policies, procedures, & processes are not agreed-upon before transformation to a managed service environment.	7/08	Fred Duball	U	Initial Plan 5/08	<p>A complete procedures manual that addresses transformed services offered in the Service Catalog (priority 1) will be in place by 7/1/08. SMO is working with NG on a contingency plan to have legacy policies, processes, & procedures available to provide service to those agencies not yet transformed by 7/1/08. NG will continue to work towards a complete procedures manual that contains all adopted policies, processes, & procedures for all agencies & ITP activities (priority 2) & they have committed to sharing a schedule for priority one & priority two documents the week of 5/5/08.</p> <p>6/08 The procedures manual was not completed as planned on the 5/08 update. As a contingency, existing processes will continue to be used. Also, the partnership will control significant modifications to support models that would be adversely impacted by not having a supporting enterprise wide procedures manual. A go live checklist will be developed for each service area to evaluate readiness. The managed service environment requires technology enhancements, processes, procedures, staffing, training, and performance measurements (via KPI & SLA reports) be in place.</p>
2	Completion of 56 DCD's for Performance Credit Eligible SLA's with NG on 7/1/08 at risk	The Agreement anticipates having 56 Data Collection Documents in place on July 1, 2008. Of these documents, NG has not started 26, 14 are being drafted, 12 are in negotiation, 1 is ready to begin measurement, & 3 are approved & in use. With transformation quickly approaching, it is important for the SMO to have these Data Collection Documents in place in order to effectively measure NG's performance in a managed service environment. Delays past June 1, 2008 will have financial consequences for NG & service management repercussions for the	7/08 10/08	Fred Duball	U	Initial Plan 5/08	<p>37 of the 56 Data Collection Documents are on schedule to be completed prior to 7/1. 16 DCDs are now approved, 11 are in collaboration, 1 is in oversight, & 9 are being drafted by NG. The remaining 18 DCDs for the Voice & Video tower are at risk of being late. Contracts is scheduling a meeting to review the inclusion of the remaining 18 V&V DCD's. The 18 V&V DCD's scheduled to be complete by 7/1/08.</p> <p>6/08 Of the 56 DCDs scheduled to be completed prior to 7/1:</p> <ul style="list-style-type: none"> 7 were moved to a later date via a contractual ECP 37 are complete 12 are in collaboration, & will be late <p>Project the 12 remaining DCDs (in collaboration & draft) will all be complete by 10/08</p>

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Corrective Action Plans Status a/o 6/08

APA Audit Report of VITA SMO, Issued 4/08

APA Ref	Short Title	Summary	Due Date	Responsible Person(s)	Status	Status Date	Task / Comments
		Commonwealth.					
3	Clarify & communicate RFS process	VITA mgmt document & communicate with all its customers the responsibilities of the Partnership as well as the responsibilities of the customer. Doing so will help to prevent the placement of unreasonable service delivery expectations on both parties by one-another. Further, we recommend that VITA place accountability for each phase of the service request process with only 1 responsible party. The clear identification of responsibility will help to identify the root-cause of potential future service delivery failures.	7/08	Fred Duball	U	Initial Plan 5/08	<ol style="list-style-type: none"> 1. Identify/assign accountable "ownership" for each phase of the 10 step RFS Process. Complete. Need to update procedural documents, where needed. 2. Identify, document recommendations to improve Phase I activities (Lead Qualification). Identify & establish integration points between the RFS & ITIM governance processes. Goal is to improve early engagement, forecasting, & governance approval requirements for business driven projects. Due: 6/08 3. Develop communications plan (customers, stakeholders) related to RFS process, timelines, performance targets, roles, & required interaction with ITIM governance process. Target is 5/08 for draft plan. 4. Execute /deliver communications to customers & stakeholders related to RFS process, timelines, performance targets & roles. 7/08. 5. Define & develop in-flight & monthly performance reporting. In-Flight Pilot (internal stakeholders) is complete. Monthly Performance is due 5/08 6. Develop & execute on improved resource plans for solution development (technical) & business mgmt (financial-pricing). Due 5/08
						6/08	<ol style="list-style-type: none"> 1. Complete. CAM team is accountable for Lead Qualification. Need to update detailed procedural documents, where needed. 2. a. Developed Charter for Customer Account Teams (include significant focus on Lead Qualification & Strategic Planning). b. Conduct CRM Work Shops & Provide recommendations/next steps. - Workshops are now complete. Follow-up to take place with Executive Mgmt. Priorities regarding upcoming workshops & follow-up to be established during the Executive

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APA Audit Report of VITA SMO, Issued 4/08

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							<p>Mgmt session. We will offer hour-long follow up sessions to customer facing staff focused on the following: dealing with customers, collecting & understanding business requirements, communications skills, & building internal & external customer relationships.</p> <p>c. Monitor/report effectiveness of Customer Account Team meetings to ensure customers are engaged early in the project process. - Ongoing</p> <p>d. Identify & conduct root cause/corrective actions (agency communications, escalation, etc..) on any future projects that are introduced late in the RFS process (not in strategic plan, customer leverages 3rd party, but does not involve/inform VITA, provides project requirements with short implementation time frames, etc..). - Ongoing.</p> <p>3. Complete - Communications Plan approved.</p> <p>4. Ongoing - Following the plan, have delivered</p> <p>5. In-Flight Issues log is developed & in use. This is used to proactively manage & address delays as they occur. The Monthly Performance metrics are behind schedule & are now due July.</p> <p>5. Pending - Have added an additional 9 staff to focus on RFS solution development & implementation. Target for additional staff is 13. Expect all 13 to be on board during July.</p>
4	Improve analysis & reporting of VITA service issues to the Board	VITA mgmt continually perform root-cause analyses for any major service delivery problems, such as the one described above, & report their findings at each Board meeting. Analyses should also include an estimate of resulting Commonwealth costs as a direct result of VITA or NG's	10/08	Fred Duball	U	Initial Plan 5/08	<p>VITA Executive Team to work closely with the Information Technology Investment Board (ITIB) to improve the level of reporting we provide on a regular basis.</p> <p>6/08 Corrective actions will be in place for July Board meeting. Will seek feedback to confirm if additional improvements are required.</p>

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		failure to handle the request properly or follow a defined process.					



Corrective Action Plans Status a/o 6/08

Public Safety Communications Report, Issued 2/08

Ref	Short Title	Summary	Due Date	Responsible Person(s)	Status	Status Date	Task / Comments
1	Document & Disseminate PSC Internal Procedures, Training Plan & Timeline	Document & disseminate internal procedures for CMRS & PSAP, CMRS Surcharge Remissions; & a plan & timeline for training.	7/08	Jerry Simonoff	U	Initial Plan 2/08	ISP staff will document the existing internal process for the receipt of CMRS revenue and all outgoing payments. After these processes are documented, training will be conducted to ensure that each person responsible for performing the process has at least one back-up to perform their function in their stead.
						3/08	ISP staff has started collecting information about the current internal procedures for CMRS & PSAP, CMRS Surcharge Remissions to create the procedural documentation.
						6/08	ISP Staff has drafted the internal procedure documentation for CMRS & PSAP, CMRS Surcharge Remissions & is on schedule to complete this corrective action.
2	Document & Disseminate PSAP & CMRS Policies & Procedures	Document & disseminate external policies & procedures for CMRS surcharge collection & remittance, & PSAP funding.	7/08	Jerry Simonoff	U	Initial Plan 2/08	By the start of the next funding cycle, ISP staff will document the existing external facing procedures for the processing of all PSAP & CMRS funding
						3/08	ISP staff has outlined the external procedures for CMRS surcharge collection & remittance. Staff will continue to develop this procedure & will outline the PSAP funding process.
						6/08	ISP Staff has begun drafting the external procedure documentation for CMRS surcharge collection & remittance & is on schedule to complete this corrective action.
3	Document & Implement a Surcharge Confirmation Procedure	Document & disseminate a methodology to assess accuracy of CMRS surcharge remittance activity.	9/08	Jerry Simonoff	U	Initial Plan 2/08	The accuracy of the CMRS remittance activity has historically been difficult to assess. The creation of the Telecommunications Trust Fund in January 2007 provides a similar revenue stream that could permit comparison & identification of anomalies. ISP staff will work with the Department of Taxation to develop a process for comparison.
						3/08	ISP staff has not begun work on this item as of yet.
						6/08	ISP Staff has drafted the methodology documentation for CMRS surcharge remittance & is on schedule to complete this corrective action.
4a	Strengthen Controls Over CMRS Expense	Define & document VITA procedures for review,	5/08 7/08	Jim Roberts	U	Initial Plan	We have already strengthened our controls in this area by performing a more consistent review of E911 related invoices.

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Public Safety Communications Report, Issued 2/08

Ref	Short Title	Summary	Due Date	Responsible Person(s)	Status	Status Date	Task / Comments
	Reimbursement	approval & processing of invoices.				2/08	We will formalize this process in a policy/procedure that encompasses all invoices received & processed in the accounts payable area.
						3/08	Policy & procedures are under review for updating to conform with these findings.
						6/08	New policies & procedures for Cash Receipt & Vendor Invoice have been developed & were submitted for internal review on 5/13/08. Due to a backlog of policies under review, these policies & procedures are scheduled for completion in July.
4b	Strengthen Controls Over CMRS Expense Reimbursement	Define & document PSC procedures for the review & verification CMRS provider invoices.	7/08	Jerry Simonoff	U	Initial Plan 2/08	By the start of FY2009, ISP staff will develop a process for the review & verification of all CMRS payment requests. The process that is developed will also be utilized to close out FY2008 with the CMRS providers.
						3/08	ISP staff has not begun work on this item as of yet.
						6/08	ISP Staff has begun documentation for the review & verification of CMRS provider invoices. Additionally, a staff member, who will be able to assist in this effort, is being added with specific CMRS experience. Though this corrective action is behind schedule, it is expected to be completed on schedule.
5a	Strengthen Controls Over CMRS Surcharge Receipts	Define & document data entry procedure for posting of CMRS surcharge revenue payments.	5/08 7/08	Jim Roberts	U	Initial Plan 2/08	We have already strengthened our controls in this area by developing a spreadsheet to track all receipts by vendor & by month. At any given point in time we know which checks are outstanding. We are also using a standardized format when inputting the receipts in PeopleSoft so that the data can be easily queried against. We will formalize this process as part of a policy/procedure that covers all aspects of receiving money, including receiving checks, recording them in preparation for deposit, taking them to the bank, keying them to PeopleSoft, etc.
						3/08	Strengthened controls have been implemented & will be included in policy and procedures under review for update & implementation.
						6/08	New policies & procedures for Cash Receipt & Vendor

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Ref	Short Title	Summary	Due Date	Responsible Person(s)	Status	Status Date	Task / Comments
							Invoice & an updated People Soft Policy & Procedure have been developed & submitted for internal review in May, 2008. Due to a backlog of policies under review, these policies & procedures are scheduled for completion in July.
5b	Strengthen Controls Over CMRS Surcharge Receipts	Enhance PSC oversight controls for CMRS surcharge payments & document in the internal CMRS surcharge procedures.	7/08	Jerry Simonoff	NS	Initial Plan 2/08	By the start of FY2009, ISP staff will develop a process for the monthly validation of CMRS revenues & for remedy of discrepancies with F&A. A process has already been implemented to better track the payments by consistent entry of the revenue data in PeopleSoft as recommended in this item.
						3/08	ISP staff has not begun work on this item as of yet.
						6/08	ISP staff has not begun work on this item as of yet, but it is expected to be completed on schedule.
6	Strengthen Controls Over CMRS Payments and Invoices	Develop & implement a documented procedure enhancing controls over CMRS provider payments and invoices.	5/08 7/08	Jim Roberts	U	Initial Plan 2/08	We will work with Public Safety to notify all CMRS providers that invoices & checks should be mailed directly to Accounts Payable. We will also develop a policy/procedure that addresses exceptions to this rule.
						3/08	Strengthened controls are being developed & CMRS providers will be advised to communicate directly with accounts payable for payments & invoicing. These process improvements will be included in policy & procedures under review for update & implementation.
						6/08	New policies & procedures for Cash Receipt & Vendor Invoice & an updated People Soft Policy & Procedure have been developed & submitted for internal review in May, 2008. Due to a backlog of policies under review, these policies & procedures are scheduled for completion in July.
8	Incorporate Records for PSAP & CMRS Funding in Records Mgmt Efforts	Centrally locate all records considered in the granting of PSC funding awards, & incorporate all funding records in the VITA records survey.	8/08	Jerry Simonoff	NS	Initial Plan 2/08	This will be implemented in time for the start of the FY2010 PSAP grant funding process.
						3/08	ISP staff has not begun work on this item as of yet.
						6/08	ISP staff has not begun work on this item as of yet.

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Ref	Short Title	Summary	Due Date	Responsible Person(s)	Status	Status Date	Task / Comments
9a	Standardized Grant Application Form & Require Supporting Documentation	Augment Grant Guideline requirements to include PSAP submission of supporting documentation at application.	7/08	Jerry Simonoff	U	Initial Plan 2/08	The PSAP Grant Committee of the Wireless E-911 Services Board will recommend changes to the grant guidelines for the FY2010 grant cycle at the Board's May 2008 meeting. These recommended changes will include requirements to include PSAP submission of supporting documentation.
						3/08	The PSAP Grant committee will address this issue at their April 9 th and 10 th meeting. Staff will then document the results & disseminate it to all PSAPs throughout the Commonwealth.
						6/08	The PSAP Grant Committee has addressed this issue with their last update of the PSAP Grant Guidelines approved by the Wireless E-911 Services Board at their April 22, 2008, meeting.
9b	Standardized Grant Application Form & Require Supporting Documentation	Create a standardized grant application form & implement in an online submission process.	8/08	Jerry Simonoff	U	Initial Plan 2/08	The grant application has been standardized & an initial web application was utilized for the FY2009 grant cycle. Limitations of this initial application limited its usefulness for that process, but development of the full application will be completed in time for the FY2010 cycle.
						3/08	The PSAP Grant committee will address this issue at their April 9 th and 10 th meeting. Staff will then document the results and modify the current online application as necessary.
						6/08	The online submission form has been modified, as required, as a result of the Wireless E-911 Services Board's action at their April 22, 2008, meeting.
10	Hire a PSC Financial Support Staff Member	Evaluate PSC work load to support hire of PSC staff support w/ financial background to assist in carrying out recommended control activities.	7/08	Jerry Simonoff	U	Initial Plan 2/08	The ISP will advertise & hire this position as soon as permitted under the statewide hiring freeze.
						3/08	Recruitment for this position is still being held up by the statewide hiring freeze. If the freeze is not lift by April 10, Secretarial approval will be sought for filling this position.
						6/08	Interviews for this position have been conducted & an offer will be made to an applicant in the coming weeks.

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Federal Tax Information Safeguard, Issued 4/08

Ref	Short Title	Summary	Due Date	Responsible Person(s)	Status	Status Date	Task / Comments
1	Assign Accountability of Oversight to Monitor the FTI Process	Ensure SMO takes accountability for oversight of the FTI process & documents work expectations in a position description.	5/08	Fred Duball	C	Initial Plan 4/08	Agency Performance Manager's (APM) job descriptions will be updated to assign accountability over MOA & MOU responsibilities. The APM responsible for TAX will monitor MOA requirements semi-annually. 6/08 APM Job Description has been updated to include defined responsibilities for oversight of FTI process. APM has read & understands all requirements.
2a	Amend Iron Mountain Contract and Ensure Access Lists are Referenced	Amend Iron Mountain contract to require Iron Mountain employees to comply with MOA requirements & retain the appropriate documentation to demonstrate compliance with MOA section 4.1.	6/08 7/08	Fred Duball	U	Initial Plan 4/08	A meeting with NG contract group & Iron Mountain is planned to discuss FTI training, confidentiality & disclosure requirements. SMO will obtain documentation from Iron Mountain that supports compliance to MOA section 4.1. 6/08 NG Contracts met with Iron Mountain Representative to discuss contract amendment. Negotiations are still being made. A draft amendment has been created. A document is coming from Iron Mountain to illustrate their compliance with the MOA 4.1 requirements. A one month extension is requested to complete activities.
2b	Amend Iron Mountain Contract and Ensure Access Lists are Referenced	Document & implement procedure to ensure access lists are referenced to verify Iron Mountain employees prior to releasing FTI tapes for transport.	6/08	Fred Duball	C	Initial Plan 4/08	A meeting with NG contract group & Iron Mountain is planned to discuss FTI training, confidentiality & disclosure requirements. SMO will obtain documentation from Iron Mountain that supports compliance to MOA section 4.1. 6/08 Procedures have been updated & implemented that can now ensure access lists are used to verify parties' involved in the transfer of FTI media. Procedure steps have been implemented to have parties' sign a log & be verified that they are on the current access list of the known qualified parties prior to releasing FTI media. For the most current annual training session, a confidentiality & non-disclosure document was signed by each party listed on the access list & was forwarded to VITA HR.
3	Implement Procedures to Retain Signed Disclosure Forms & Verify Annual Training	Document & implement procedures to ensure Disclosure Statements & verification of annual training for employees/contractors authorized to handle FTI are obtained & filed in HR.	7/08	Fred Duball	U	Initial Plan 4/08	Procedures will be in place, that ensure Disclosure Statements & verification of annual training for employees/contractors authorized to handle FTI are obtained & filed in HR. 6/08 Computer Operations performed an annual training session in April 2008 for all the VITA/NG employees on the Tax FTI Data Access list & submitted signed forms to VITA HR to be

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							maintained in VITA HR. On a periodic basis when names are added to the Tax FTI Data Access list, training is provided & the forms required are signed & given to VITA HR. A procedure to be used in VITA HR is in draft form for review & will be finalized by month end July 2008, as requested.
4	Update the 2007 MOA Between VITA & TAX	Update the MOA to clearly define changes in inventory responsibilities, background checks for legacy employees/ contractors, & retention responsibilities over FTI access lists.	8/08	Debbie Secor	U	Initial Plan 4/08	Clearly define changes in inventory responsibilities, clarify requirements regarding background checks, designate retention responsibilities over FTI access lists, & include requirements of IRS Publication 1075. Pending resolution of these issues, secure final MOA approval & signatures from VITA & TAX.
						6/08	Continuing to work with the Dept. of Taxation to update the MOA.
5	Exchange Authorization Lists with Broad Street & TAX Timely	Document & implement a procedure to verify timely exchange of authorization lists w/ the Federal Safeguard Coordinator as required by MOA section 1.2.	7/08	Fred Duball	U	Initial Plan 4/08	Procedures will be in place that verify timely exchange of authorization lists w/ the Federal Safeguard Coordinator as required by MOA section 1.2.
						6/08	Procedures are in draft for review that will ensure that updates to the name lists for access to FTI data are transferred between VITA/NG, TAX locations & Tax (the Federal Safeguard Coordinator) in a timely manner by adding the date & party on send & receive acknowledgements.
6	Distribute & Enforce Procedures for FTI Movement & Custody of All FTI Tapes	Institute annual training program & verification to help sustain awareness & reinforce importance of recording the movement of FTI tapes as specified in MOA section 1.2.	7/08	Fred Duball	U	Initial Plan 4/08	Procedures will be in place that institute a annual training program & verification to help sustain awareness & reinforce importance of recording the movement of FTI tapes as specified in MOA section 1.2.
						6/08	A draft plan has been created to illustrate the procedure for maintaining chain of custody when transporting FTI tapes as specified in the MOA section 1.2. An annual training plan is being developed for uniform awareness.
7	Update Records Survey to Include FTI Records	Update the records survey to include FTI documents & retain schedules as specified in the Library of Virginia Records Retention & Disposition Schedule No. 101 & MOA section 1.2.	8/08	Fred Duball	U	Initial Plan 4/08	A Records Manager will be hired within NG's PMO. Upon hire that position will update the records survey to include FTI documents & retain schedules as specified in the Library of Virginia Records Retention & Disposition Schedule No. 101 & MOA section 1.2.
						6/08	The NG PMO is in the process of hiring a Records Manager

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							for the VITA Program to perform the duties reported in April 2008, & coordinate with the VITA Records Manager for full reporting of the records survey to meet the Library of Virginia requirements & MOA section 1.2.



Corrective Action Plans Status a/o 6/08

Telework Review, Issued 6/08

Ref	Short Title	Summary	Due Date	Responsible Person(s)	Status	Status Date	Task / Comments
1	Designate a Telework Coordinator & Incorporate Telework Training	Designate a Telework Coordinator & have coordinate incorporation of telework training into VITA's teleworking program.	7/08	Lem Stewart	NS	Initial Plan 6/08	Name a Telework Coordinator.
2	Revise & Expand VITA Teleworking Policy & Procedure	Revise Teleworking Policy/ Procedure to include missing "Roadmap" & DHRM 1.61 Components.	1/09	Jim Roberts	NS	Initial Plan 6/08	Incorporate new legislation & Roadmap report for annual policy update, including DHRM & DOA policy. Submit draft policy for PPRAT review. Announce new telework policy in Dialogue meeting & VITA buzz.
3a	Align VITA Policy & Practice for Network Connection & Supporting Equipment Provisions	Align mgmt policy & practice for payment & provision of aircards/cell phones/offsite land lines.	1/09	Jim Roberts	NS	Initial Plan 6/08	Review VITA policy for necessary updates & identify any potential conflicts.
3b	Align VITA Policy & Practice for Network Connection & Supporting Equipment Provisions	Define & document procedures to coordinate ordering, payment, & tracking activities for aircards/cell phones/offsite land lines & correctly align records tracking existing VITA-paid provisions.	1/09	Jim Roberts	NS	Initial Plan 6/08	Review telco assets assigned within VITA & align with billing & purpose of assignment.
4	Update Essential Designation Categories for Job Descriptions	Update VITA job description form to simplify designation & expand form instructions to include definition for essential categories – COOP/Pandemic.	11/08	Jim Roberts	NS	Initial Plan 6/08	Resolution pending as per COOP team discussions. Align terms defined dealing with inclement weather, key employees, essential employees, etc. across policies set by VITA, DHRM, VDEM & other central agencies.
5	Accurately Reflect Telework Statistics	Define & document procedures to reflect all telework activity, submit only employees teleworking at least 1 day/wk for PMIS	3/09	Jim Roberts	NS	Initial Plan 6/08	Align new telework definitions in 2008 legislation, DHRM policy & roadmap reports.

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Corrective Action Plans Status a/o 6/08

Telework Review, Issued 6/08

Ref	Short Title	Summary	Due Date	Responsible Person(s)	Status	Status Date	Task / Comments
		stats, & merge & revise the Telework App/Agreement forms.					
6	Document Internal HR Telework Administration Procedures	Define & document HR telework admin procedures including mgmt, review, compliance, & record retention.	4/09	Jim Roberts	NS	Initial Plan 6/08	Incorporate updated HR procedures with new policy & PAM processing for mgmt review.